COMMONWEALTH OF KENTUCKY

BEFORE THE PUBLIC SERVICE COMMISSION

In the Matter of:

SOUTH CENTRAL BELL TELEPHONE COMPANY'S)
REQUEST FOR DEVIATION FROM REGULATION)
KAR 5:061, SECTION 11(1) AND (2) AND) CASE NO. 9568
SECTION 28(4) PURSUANT TO KAR 807)
5:061, SECTION 31

ORDER

In the above mentioned case, South Central Bell Telephone Company ("SCB") has requested a deviation from 807 KAR 5:061, Sections 28(4) and 11(1) and (2).

The Commission finds that the SCB PSC Service Objectives Reports for the periods January-December 1985 (pages 1 and 2) (Appendix A) and January-May 1986 (pages 1 and 2) (Appendix B) should be entered into the record in this case. In support of its finding the Commission states that the information contained in the above said documents is highly relevant in review of this case as it contains SCB's prior performance with regard to the above mentioned regulations.

IT IS THEREFORE ORDERED that:

1. Appendix A and B to this Order be entered into the case file of Case No. 9568.

Done at Frankfort, Kentucky, this 7th day of July, 1986.

PUBLIC SERVICE COMMISSION

Ruhal D. I Venan	-
Chairman	ĺ
Janka D	(
Wice Chairman	
Saur II Willes	- Kus s
Commissioner	

ATTEST:

Secretary

APPENDIX A

SOUTH CENTRAL BELL TELEPHONE COMPANY

PSC Service Objectives Report

Pursuant to 807 KAR 5:061 E, Section 3 (30)

East Louisville West	Kentucky	16(1)	Louisville Frankfort Winchester Owensboro Paducah	Kentucky	11(6)	Louisville Frankfort Winchester Owensboro Paducah	Kentucky	11 (1 and 2)	Section of Regulation
588	100	Percent (includ	%%§%%	97	Percent for Cus	57 52 53 54 54 55 54 55 54 55 54 55 54 55 54 55 54 55 54 55 54 55 54 54	8 9	Perc 3-7	Jan.
100	100	of 10	98095 98095	97 .	of	6 5 5 5 5 5 5 5 5 5 5 5 5 5 5 5 5 5 5 5	59 89	e of	Peb.
200	18	Telephone Busy Seas	38583	*	Ca Ca	2898£ 288£	<i>67</i> 93	Requests Receipt	Mar.
1000	100	phone Calls Season-Busy	95 97 98 99	98	Commitments lused Delays	8 5 5 5 5 5 5 5 5 5 5 5 5 5 5 5 5 5 5 5	59 91	for Regular Unless Appl	Apr.
555	100	Receiving y Hour).	24 <u>2</u> 22	97	Made 1	59 87 59 87 88 88	53 89	-	May
588 888	100		98 98 98	97	for Pro	51 88 46 88 58 91 56 90	54 89		June
55 8	8	Dial Tone	28285	8	Provision of God.	56 55 55 56 5	55 88	lce and Regra Specifically	July
588 588	9	, within	10 % S 9 % S	*	of Serv	55 55 55 55 55 55 55 55 55 55 55 55 55 55	54 87	des Req	Aug.
5 55	. 8	Three	7288 8	97	ice	55 55 55 55 55 55 55 57 57 57 57 57 57 5	55 87	Pulfilled within uests a Later Da	Sept.
555	ğ §	(3) Seconds	28883	9/	. D	57 91 57 92 61 88	54 78	d within O Later Date	Oct.
223		nds	88888	Ý	Net, Except	2522 2522 2522 2522 252 252 252 252 252		0-2 te.	Nov.
100	3 3	3	28888	ų		55 55 55 55 55 55 55 55 55 55 55 55 55			Dec.
		95	_		94			90	Objective

1

APPENDIX A

PSC Service Objectives Report

Page 2

Louisville Prankfort Winchester Owensboro Paducah	Kentucky	28(4)	25(2) Kentucky	Kentucky 100	19	East Louisville West	Kentucky	16(2)	Section of Regulation
98988	%	Percent o Failures, Specifica	Percent	8	Percent w1thout	1000	100	Percent of ' Trunks Busy	Jan.
22888	87	0 (85)	00 of	99	of Enc	888 118	8	of '	Feb.
28288	88	Out-of leared y Requ	Calls to F	8	of Telephone Encountering	288 888	100	Telephone Condition	Mar.
78 90 79 88	82	rvice thin 's	Repair 100	99	Calls an Al	988	100	Calls with	Apr.
88 9 9 8 8 8 8 8 8 8 8 8 8 8 8 8 8 8 8	8 5	-Service Troubles, within Twenty-four ests a Later Time.	r Service	99	Calls Offered an All Trunks	388	8	omple the	Мау
88876	76	. f	15	99		100	100	ed wit	June
83 28 2 8	35	Requiri	Answered within 100 100 100	100	to Toll Connecting Busy Condition.	888	19	eted without Encount Local Dialing Area	July
83 83 83	6 7	ng Un	hin I	99	ectin	9000	100	् र	Aug.
8 7777	3 2	ot Requiring Unusual Repair Such as Cab (24) Hours of Reporting Unless Customer	Twenty (20)	8	or	888	ទី	ring an includi	Sept.
76 73 83	7, '	ir Suc	Seconds	99	Interexchange	588	3 8	Equipment or ng Busy Season	Oct.
2228	73	h as Cable Customer	90		ge Trunks	555	§ §	ent or All Season-Busy Hour).	Nov.
88888	ස ස	ble	100		8	100	8 8	1 usy Ho	Dec.
		95	90		97			ur). 95	Objective

APPENDIX B

SOUTH CENTRAL BELL TELEPHONE COMPANY 1986 PSC Service Objectives Report Pursuant to 807 KAR 5:061 K, Section 3 (30)

777		-	~~ ~	• .					
Zast. Louisville Twest	Kentucky	16(1)	Louisville Frankfort Winchester Owensboro Paducah	Kentucky	11(6)	Louisville Frankfort Winchester Owensboro Paducah	Kentucky	11 (1 & 2)	Section of Seculation
133	100	Percent Busy Se	100 96 95 98	98	Percent (51 85 51 86 51 85 92	88 88	Percent 3-7 Day	Jan.
888	19	of Leon	38 <u>5</u> 89	8	7 _	57 58 59 59 59 59 59 59 59 59 59 59 59 59 59	52 88	e of	Feb.
1000	100	Percent of Telephone Calls Busy Season-Busy Hour).	97 97 99	98	of All Commitm Caused Delays	57 58 58 88 91	57 89	Percent of Requests 3-7 Days of Receipt	Har.
555	9	Calls	34384	88	Commitments Delays and	55 88 55 88 56 88 91	56 87	for Reg Unless	Apr.
988	100	Receiving	98 97 99 99	98	Made 1	55 86 50 85 51 86 59 86	56 86	Regular (May
		ing Dial			for Pro			Service cant Spe	June
		al Tone			Provision of od.			and Ruecifica	athe
		Tone within			of Serv			for Regular Service and Regrades Unless Applicant Specifically Req	Aug.
					rice Whi			Fulfilled within 0- quests a Later Date.	Sept.
		(3) Sec			ch Are			ed with	Oct.
		nds (11	,		Met, Ex			89	Nov.
		Three (3) Seconds (including			ice Which Are Met, Except for			Days and	Dec.
		95			94			8	Opjective

APPENDIX B

PSC Service Objectives Report Page 2

Louisville Frankfort Winchester Owensboro Paducah	{ Kentucky	28(4)	(entucky	35(2)	entucky	9	uisville st	ntucky	(2)	tion of
76 74 80 82 80	79	Percent of O Pailures, Ch Specifically	100	Percent	100	Percent without	200	100	Percent of 'Trunks Busy	Jan.
88 88 87 88	6	t of es, C	100	01	8		100	100	of .	Feb.
90 93 94 93	92	Percent of Out-of-Service Troubles, Pailures, Cleared within Twenty-four Specifically Requests a Later Time.	100	Calls to	99	of Telephone Encountering	100 00 00	100	Telephone (War.
22822	93	rvice thin Tw	100	Repair		Calls an All	253	9	Calls withi	Apr.
22925 24723	95	e Troubles, Twenty-four Later Time.	100	Service		Calls Offered an All Trunks	888	100	Completed Without in the Local Diali	May
				e Ans		Bu			ed W	eunp
		Not Requiring (24) Hours of		Repair Service Answered within		to Toll Connecting Busy Condition.			ithout R Dialing	July
						necting			Encounteri	Aug.
		Unusual Repair Such as Cable Reporting Unless Customer		Twenty (20		or			Calls Completed Without Encountering an Equipment or All within the Local Dialing Area (including Busy Season-Busy Hour).	Sept.
		air Suc aless C		ity (20) Seconds.		rexch an	,		quipmet	Oct.
		h as Ca ustomei		9	^	Interexchange Truaks			eason-	Nov.
		ь				8			Busy I	Dec.
									· But	
		95		9	}	97			8	Objective